



CHESTERFIELD
BOROUGH COUNCIL

Anti-social behaviour Strategy

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Contents

Section	Contents	Page
1.0	Introduction, scope and objectives	3 - 4
2.0	Definition and responsibilities	4 - 5
3.0	Priority area - early intervention and prevention	5 - 7
4.0	Priority area – enforcement	7 - 8
5.0	Priority area – diversion	8 - 9
6.0	Priority area – communication and engagement	9 - 10
7.0	Chesterfield Borough Council as a landlord	10 - 11
8.0	Strategy delivery	11 - 12
9.0	Governance	13 - 15
10.0	Monitoring and review	15 - 16

SECTION 1: Introduction, scope and objectives

1.1 Introduction

Anti-social behaviour can affect anyone and can have serious consequences for both individuals and communities alike. We believe that no-one should tolerate anti-social behaviour. Chesterfield Borough Council works in partnership with a range of other agencies and will use appropriate tools and powers available to effectively address anti-social behaviour and ensure that our borough is a safe and welcoming place to live, work, study and visit.

Our anti-social behaviour strategy will inform and drive activity to prevent and resolve anti-social behaviour as early as possible. Through promoting positive citizenship, we aim to prevent, tackle and reduce anti-social behaviour but we will also use proportionate enforcement measures where preventative action has failed.

1.2 Scope

- 1.21 The Anti-Social Behaviour Strategy establishes how Chesterfield Borough Council will approach and manage anti-social behaviour issues with the borough.
- 1.22 The strategy provides a consistent and holistic approach for all Chesterfield Borough Council departments that are involved in managing anti-social behaviour including Community Safety, Housing, Environment Protection, Environmental Health, and the Licensing Department.
- 1.23 The Community Safety Partnership has been consulted in the development of this strategy and is supportive of the strategy and the partnership elements contained within the strategy.
- 1.24 We have identified four key priorities for our anti-social behaviour strategy:
- Early intervention and prevention
 - Enforcement

- Diversion
- Communication and engagement

SECTION 2: Definition and responsibilities

2.1 Definition of anti-social behaviour

Anti-Social Behaviour is defined as 'behaviour by a person which causes, or is likely to cause, harassment, alarm or distress to persons not of the same household as the person' (Anti-Social Behaviour Act 2003 and Police Reform and Social Responsibility Act 2011). The National Standard for Incident Recording (NSIR) has three codes for anti-social behaviour:

Personal - designed to identify anti-social behaviour incidents that are perceived as deliberately targeted at an individual or group rather than the wider community. Incidents such as these can impact on individuals in different ways, ranging from minor annoyance to a serious deterioration of health, mental or emotional wellbeing. Examples of this include an individual or family repeatedly having their windows smashed or having their car vandalised by the same person or group of people and on a regular basis.

Nuisance - focuses on an act, person, condition or 'thing' that causes annoyance, inconvenience, offence or suffering in a local community rather than an individual. Tolerance levels within the community affect how these anti-social behaviour issues are perceived i.e. what is deemed acceptable in one community may cause significant distress in another. Examples of this include neighbours causing distress by being noisy, rowdy, loud and inconsiderate or inconsiderate use of off-road bikes and quad bikes or groups of young people hanging around shops.

Environmental - the interface between people and places. These are incidents whereby individuals and groups have an impact on their natural, built and social surroundings. This category seeks to encourage acceptable and reasonable behaviour so people can enjoy their private and public spaces. Examples of these issues include littering, dog fouling and graffiti.

2.2 Responsibilities

Chesterfield Borough Council is a responsible authority of the Chesterfield Community Safety Partnership as defined by the Crime and Disorder Act 1998. The Act requires the Council to work with the police and other agencies to reduce crime and disorder in Chesterfield. The Council makes a significant contribution to dealing with anti-social behaviour of all kinds and undertakes both investigations and prevention activities.

The Anti-social Behaviour, Crime and Policing Act 2014 is designed to shift the focus from centrally set targets, and the type of behaviour, to looking at the impacts on the lives of victims. The legislation also aims to move away from a “one size fits all” approach to enabling local professionals to implement more tailored responses.

As a landlord, we have a duty to respond to anti-social behaviour affecting our Council tenants. Our landlord duties and powers complement the duties and powers we have to address and prevent anti-social behaviour by non-council tenants.

We also have a range of legal powers to deal with environmental anti-social behaviour such as noise, graffiti, litter, fly-tipping and abandoned vehicles. These responsibilities come from a number of legal instruments and local byelaws, but in particular from the Environmental Protection Act 1990, Clean Neighbourhoods and Environment Act 2005.

SECTION 3: Priority area - early intervention and prevention

- 3.1 Chesterfield Borough Council and our partners will consistently and effectively collate and analyse information and intelligence to understand the root causes of anti-social behaviour issues and those involved or vulnerable to becoming involved in ASB. We will working together to develop long term solutions to anti-social behaviour focused on prevention and include proactive work with community and voluntary sector groups, education providers and partner agencies. Multi-agency problem solving, engagement, local solutions and building community resilience will be at the heart of this approach. Key areas of focus include:

3.2 **Preventing the involvement of children and young people in anti-social behaviour**

Children and young people are a particular group at risk for becoming targets and perpetrators of anti-social behaviour. This objective will focus on young people at risk of becoming involved in ASB but recognises that considerable work is occurring throughout Chesterfield with children and young people prior to them reaching this level.

Key actions include:

- Increase the diversionary and educational support to young people at risk of becoming involved in anti-social behaviour
- Improved communication and engagement to share intelligence, trends and develop innovative and co-ordinated solutions
- Improved co-ordination and development of prevention work undertaken by statutory agencies, education providers and the community and voluntary sector

3.3 **To maintain / increase a visible presence in Chesterfield**

A visible presence is defined as Chesterfield Borough Council staff or partnership organisations such as the Police, performing an enforcement role or function within the local community.

Key actions include:

- Using data and information more effectively to identify emerging issues and tensions to inform effective and targeted interventions
- Identifying concerns early and developing effective local solutions
- Increasing pro-active patrols to increase effectively tackle anti-social behaviour and increase confidence
- Effective, integrated, and targeted use of Council enforcement powers
- Effective work with partnership organisations to provide coordinated and integrated problem-solving activity
- Maximise opportunities for joint learning and development opportunities via the community safety partnership

3.4 Improving the physical environment

Improving the physical environment by introducing crime prevention measures through a holistic problem-solving approach will both reduce the occurrence of anti-social behaviour and increase public reassurance in those areas i.e. designing out crime and anti-social behaviour. Key actions include:

- Developing and improving key measures including alley gating, lighting strategies, improved cleansing
- Utilise 'designing out crime officers' to provide structured advice on new developments within Chesterfield Borough and thereby reduce opportunities for anti-social behaviour and crime
- Effectively utilise CCTV capacity and capability in problem solving activity to reduce anti-social behaviour
- Appropriate and effective use relevant tools and powers i.e. Community Triggers, CPN's, PSPO's and Closure Orders for example
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3.5 Developing a mediation service

Mediation services and Restorative Justice can effectively prevent anti-social behaviour reoccurring in appropriate circumstances, which can include minor neighbour disputes. We will develop a mediation service that provides an effective tool in reducing calls for services to Chesterfield Borough Council and our partner agencies.

SECTION 4: Priority area - enforcement

4.1 Chesterfield Borough Council will work in partnership to tackle anti-social behaviour by delivering a positive, proportionate, robust and effective response. Our approach will involve targeted use of legislative tools and powers. We will prioritise protecting vulnerable people and more serious incidents of anti-social behaviour. We will focus on the **effective, proportionate and proactive use of anti-social behaviour legislation, practice and processes to prevent and tackle anti-social behaviour**. Key actions include:

- Raising awareness within partner agencies of the procedures for tackling anti-social behaviour and ensure the cooperation of relevant agencies in the prevention and enforcement measures
- Increasing skills and knowledge within the Community Safety Partnership to provide more comprehensive and specialist advice and guidance
- Improve co-ordination and developing of prevention measures

- Ensuring that in all anti-social behaviour cases, swift and appropriate action is taken in line with the council ASB procedures
- Maximise appropriate use of enforcement measures including injunctions, anti-social behaviour legislation, harassment legislation, hate crime legislation, court order, closure notices and Police Reform Act powers
- Extend the training of partner agencies in the use of ABCs (Anti-Social Behaviour Contracts). An Acceptable Behaviour Contract (ABC) is a voluntary written agreement which is signed by an individual committing anti-social behaviour. In signing the contract, the individual is agreeing to abide by the terms specified and to work with the relevant support agencies.
- Create an effective monitoring service of ABCs issued.
- Inform appropriate agencies when ABC's/CBO/Closure orders are issued to ensure effective monitoring takes place and effective services are provided to ensure compliance
- Developing a case management procedure to ensure all accessing the service get a consistent and fair approach, a dedicated case officer, proportionate action plan and regular reviews
- To work with appropriate agencies to give support on orders that are a result of criminal conviction relating to anti-social behaviour

SECTION 5: Priority area – diversion

- 5.1 Together with our partners, Chesterfield Borough Council will develop services to change the behaviour of those involved and susceptible to becoming involved in anti-social behaviour. There will be an emphasis on working with the community and voluntary sector and key statutory partners to create structured diversionary activities, which will provide our local young people with opportunities to undertake constructive activities and also understand the value of being a positive member of their local community. We will focus on **ensuring that support diversionary programmes are developed to prevent and reduce anti-social behaviour.**

Key actions include:

- Working in partnership to develop and support community-led preventative and diversionary activities
- Develop a risk assessment to be completed, by the lead agency or department, to assess the vulnerability and identify any needs of the victim and, where possible, the perpetrator of ASB
- Improved diversionary and support provision for children and young people at risk of becoming involved in anti-social behaviour
- Establish a multi-agency framework to focus on a supportive and outreach approach to engage with and improve outcomes for young people involved in ASB

SECTION 6: Priority area – communication and engagement

6.1 Chesterfield Borough Council will develop effective communication channels with both the communities of Chesterfield and across our Partner agencies. This will include proactive communication about our activities to address anti-social behaviour, particularly by highlighting successful resolutions to problems and community engagement. It is envisaged that by actively promoting the work of Chesterfield Borough Council and our partners, to address anti-social behaviour, we will collectively increase confidence and trust within our local communities. Key areas of focus include:

6.2 Internal communications

Internal communication includes the sharing of information or intelligence in regard to locations or individuals with relevant Partner Agencies. The intention is to reduce harm, repeat victimisation or share information to ensure appropriate compliance or enforcement is undertaken. Key actions include:

- Developing appropriate information sharing protocols between partner agencies
- Developing learning and development and awareness raising opportunities for staff and elected members around tackling anti-social behaviour and the Courts service on the effective use of powers including preventative powers such as the PSPO legislation
- Co-ordination of advice and update to and from relevant partner agencies with regards to legislation and develop of service provision

- Ensure that information relating to the anti-social behaviour strategy is disseminated to all relevant front-line staff

6.3 **External communication and engagement with local communities**

We will use a variety of tools to effectively communicate with our communities including our newsletter Your Chesterfield, website, social media channels and editorial features. This will include key messaging, videography, photography and infographics to increase awareness and engagement amongst a wide demographic. It is important that communication is not just one way but that mechanisms are in place for people's issues around anti-social behaviour to be heard and to influence action. This will help us to reduce anti-social behaviour and fear of crime Key actions include:

- Increasing awareness of how to report anti-social behaviour
- Increasing awareness of work being undertaken by Chesterfield Borough Council and partner agencies to prevent and reduce anti-social behaviour
- Improve communication with victims and witnesses related to anti-social behaviour cases
- We will proactively engage stakeholders in anti-social behaviour prevention and reduction measures

SECTION 7: Chesterfield Borough Council as a landlord

7.1 Chesterfield Borough Council provides housing management services to the tenants of nearly 9,000 homes. We aim to prevent and reduce anti-social behaviour involving Chesterfield Borough Council tenants as either victims or perpetrators. Key areas of focus include:

7.2 **Early Intervention**

- Consistently support vulnerable tenants through referrals to external support providers where this is appropriate
- Effectively share information and intelligence with key stakeholders to identify emerging trends of ASB, develop accurate risk assessments and effective preventative and problem-solving activity

7.3 **Enforcement**

- Effective use of the powers, legal remedies and mechanisms to deal with anti-social behaviour
- When ASB involves children or vulnerable adults, issues and potential remedies will be discussed with appropriate statutory and support agencies. If we need to take legal action. This could include reasonable adjustments and additional action prior to taking legal action as a last resort
- We may disqualify applicants from the housing register if we have evidence that they or members of their household have behaved in an unacceptable manner that makes them unsuitable for a tenancy with the council

7.4 **Communication:**

- Provide support to victims and witnesses throughout their complaint by reducing risk of harm and keeping victims updated
- Recognising our role in protecting victims of ASB and vulnerable members of our community. We will make referrals via safeguarding routes and support services for victims of crime and ASB, and mental health services as required

7.5 The Housing Service has a detailed Anti-Social Behaviour procedure that set out the response tenants can expect from the Housing Service.

SECTION 8: Strategy delivery

8.1 To deliver the strategy we will establish a multi-agency anti-social behaviour theme group who will focus on our priority areas utilising an evidenced based approach. Actions and improvements will be detailed in action plans backed up by SMART targets, key actions, timescales, lead officers and a resource commitment. Where possible external funding and support will be sought. There will be a key focus on:

8.2 Problem Solving

The SARA model is a decision-making model that incorporates analysis and research, tailoring solutions to specific problems, and most importantly, evaluating the effectiveness of those responses. The elements of this model are outlined below:

- Scan

- Analyse
- Respond
- Assess

Our anti-social behaviour plans will have clear measurable objectives linked to our Chesterfield Borough Council priorities of making Chesterfield a thriving borough and improving the quality of life for local people. Our activity will be based on a shared understanding of the current themes and trends captured in our problem-solving plans with clear outcomes.

8.3 Customer Focus

When anti-social behaviour has been reported, Chesterfield Borough Council and our partners will:

- Seek to understand the strengths, challenges and opportunities with individuals and communities to ensure we support them to develop local solutions and naturally build confident and community resilience
- Take swift action to support victims and witnesses
- Act against the perpetrators
- Offer positive interventions to prevent further anti-social behaviour
- Deliver solutions that are proportionately effective and take into account the circumstances of each case
- Seek to effectively gather information, intelligence and evidence to inform the action and interventions taken to address anti-social behaviour
- Keep local communities informed of action taken to address anti-social behaviour within their local area

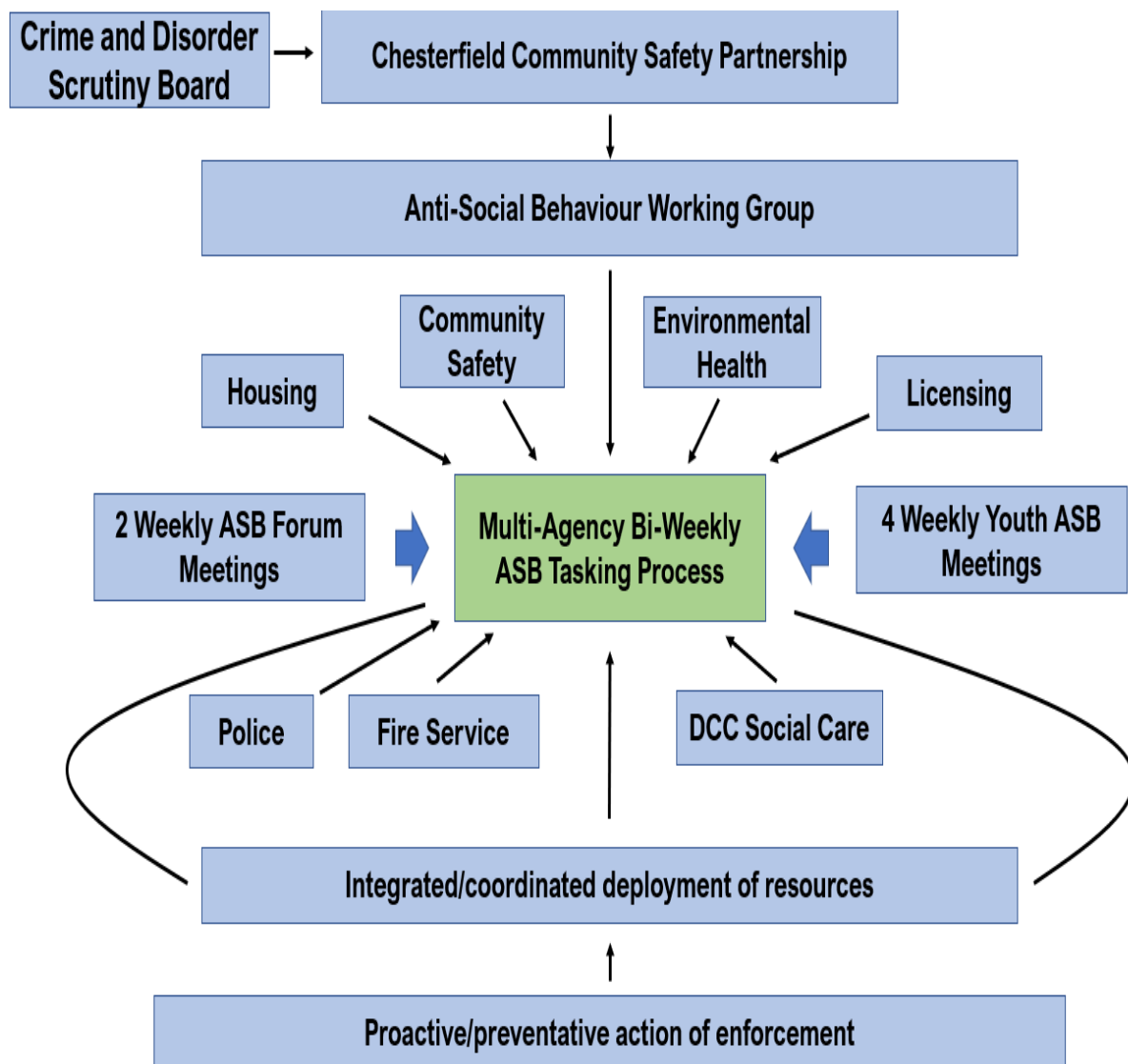
8.4 Locally Sensitive

All agencies will work with customers:

- To identify causes and perpetrators of anti-social behaviour in their communities
- To develop local solutions to problems of anti-social behaviour
- To encourage individuals and local community groups to feed in local intelligence and issues, identify issues early, engage with local communities and give them a voice
- To identify and support victims of anti-social behaviour

SECTION 9: Partnership structure and governance

9.1 The diagram below shows the partnership structure and key governance:



9.2 Strategic

The Chesterfield Community Safety Partnership has a statutory responsibility to identify the key issues which impact on the safety and security of our local communities and also to establish clear objectives for local partners to achieve

in addressing those key issues. As anti-social behaviour is a key concern for the communities of Chesterfield borough then the objectives, provided by the Community Safety Partnership, will include direction on how anti-social behaviour should be tackled and reduced.

The partners that form the Community Safety partnership are Chesterfield Borough Council, Derbyshire County Council, Derbyshire Constabulary, Probation Service, Derbyshire Fire and Rescue Service and Chesterfield Royal Hospital NHS Foundation Trust.

9.3 Tactical

An Anti-social Behaviour working group, including appropriate representatives from Chesterfield Borough Council, Derbyshire Constabulary, Derbyshire County Council and Derbyshire Fire and Rescue Service, will develop and implement an annual plan to achieve the objectives set out by Chesterfield Community Safety Partnership. The plan will provide a multi-agency response to anti-social behaviour based on the principles of prevention, early intervention, problem solving and where necessary, proportionate enforcement.

9.4 Operational

Chesterfield Borough Council will host an Anti-Social Behaviour Multi agency tasking meeting to proactively prevent and manage emerging and engrained anti-social behaviour issues. The ASB Multi Agency Tasking Group will report to Chesterfield Community Safety Partnership and is charged with reducing anti-social behaviour.

- 9.5 Membership of the group will include Chesterfield Borough Council officers and representatives from partner agencies including Derbyshire Constabulary,

Derbyshire Fire and Rescue and Derbyshire County Council Adult Social Care and Children's Services. Representatives should be of sufficient seniority to be able to make decisions on behalf of their services and organisations in order to effectively commit to and deliver the agreed actions of the Tasking Group.

- 9.6 The Anti-Social Behaviour Tasking Group will seek to proactively prevent and address anti-social behaviour at the earliest opportunity, therefore there is a need to be able to track and monitor local trends and 'hot spots'. This will be achieved by effectively collating information and intelligence from relevant

stakeholders to understand local problems, emerging issues and their root causes. The data will then be used to inform activity and interventions, ensuring staff and resources are used efficiently, flexibly and proactively.

- 9.7 Early intervention, prevention, and engagement are key components of our approach to reducing and preventing anti-social behaviour escalating into more complex and serious issues. Additionally, Chesterfield Borough Council will also seek to instil these principles in their Anti-social behaviour structures and policies and will take a multi-agency problem solving approach in tackling engrained or more serious issues.

- 9.8 Community cohesion is critical to the quality of life of local people and, as community leaders, local authorities have an essential role to play in facilitating this. Through working with local partners, through influencing local services and through making things happen, Chesterfield Borough Council can embed community cohesion principles throughout local life and bring about real change to the lives of the people living in their areas. Building cohesive communities brings huge benefits by creating a society in which people from different ethnic, cultural and religious backgrounds can live and work together in an atmosphere of mutual respect and understanding. Cohesive communities are communities, which are better able to tackle common problems, to provide mutual support and to work together for a positive future.

Section 10: Monitoring and review

- 10.1 Performance monitoring will be developed by the anti-social behaviour theme group and fed into the Community Safety Partnership enabling the partnership to oversee and monitor local impact and take decisions about future

intervention priorities. First steps in developing performance monitoring will include:

- Establishing the most appropriate whole population Indicators and maintaining the collection of the required data, which will show how well outcomes are being achieved
- Explaining the factors determining the current position of the Indicator(s) and the trend(s) i.e. understanding the baseline or 'the story behind the curve'
- Identify gaps in data in order to establish data development requirements
- Agreeing and monitoring the Performance Measures (ordinarily within the control or influence of a single partner agency) which are best placed to impact upon the chosen Indicator(s)
- Agreeing and monitoring any Partnership actions required to improve performance and thereby work towards improved outcomes

- 10.2 We will strive towards performance excellence by:

- Ensuring that incidents of anti-social behaviour are recorded monitored and data interpreted to ensure effective deployment of resources
- Training staff in processes and procedures on a continuous basis and update staff on Best Practice and new initiatives
- Continuing to benchmark our performance, policies and practice against other similar service providers
- Monitor performance and create performance indicators where appropriate

- 10.3 The strategy is a three-year strategy, however it will be an opportunity for light touch review annually via the community safety partnership. An annual performance report will be developed for the Crime and Disorder Panel (Overview and Scrutiny) and Cabinet.